

Appl. No. 09/997,571  
Amdt. dated June 7, 2006  
Reply to Office Action of March 8, 2006

### Remarks

The present amendment responds to the Official Action dated March 8, 2006. The Official Action objected to the numbering of the claims. Claims 1-9, 15, and 17-20 are stated to have been rejected under 35 U.S.C. 103(a) as unpatentable over Anglin U.S. Patent No. 5862322 ("Anglin") in view of Moldenhauer U.S. Patent No. 6901397 ("Moldenhauer"). However, it appears from the body of the action that all of the claims 1-20 have been rejected on this basis. If that is not case, clarification is requested. This ground of rejection is addressed below following a brief discussion of the present invention to provide context. Claims 1, 7, 10, 17, and 18-20 have been amended to be more clear and distinct. Claims 1-20 are presently pending.

### The Present Invention

A computer implemented system according to the present invention receives submissions of information relating to customer communications. The submission of information preferably identifies a customer from whom a communication or other information has been received and includes information classifying the submission as belonging to one of a plurality of categories, and identifying a business issue to which the submission relates. The submission is automatically assigned to an owner based on the submission category, customer, and business issue, and the owner is notified of the assignment. Upon development of a response by the owner, the response is documented by updating the submission.

### The Objection to the Claims

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The Official Action objected to the claims on the ground that claims 18 and 19 were misnumbered. The present Amendment corrects the numbering of the claims. This objection to the claims has now been overcome and should be withdrawn.

#### The Art Rejections

All of the art rejections appear to hinge on the application of Anglin, standing alone or on combination with Moldenhauer. As addressed in greater detail below, Anglin and Moldenhauer do not support the Official Action's reading of them and the rejections based thereupon should be reconsidered and withdrawn. Further, the Applicants do not acquiesce in the analysis of Anglin and Moldenhauer made by the Official Action and respectfully traverse the Official Action's analysis underlying its rejections.

The Official Action initially states that claims 1-9, 15, and 17-20 are rejected under 35 U.S.C. 103(a) as unpatentable over Anglin in view of Moldenhauer. However, the Official Action states grounds for rejection of all claims, with claims 1-4, 6, 10-17 appearing to be rejected based on Anglin standing alone, with only claims 5, 7, and 18-20 being rejected based on Anglin in combination with Moldenhauer. In light of the present Amendments to claims 1, 7, 10, and 18, these grounds of rejection are respectfully traversed.

Claim 1, as amended, claims at least one originator terminal for receiving from an originator a submission containing a submission category, customer information, and an identified business issue. Claim 1 further claims a central server computer connected to the originator terminal for storing the submission in a database accessible by the central server computer, for automatically assigning an owner to the submission based upon the submission

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category, customer information, and identified business issue, and for automatically notifying the owner of the assignment. Claim 1 further claims at least one owner terminal connected to the central server computer for providing access to the submission stored in the database, and for documenting a response to the submission by updating the submission. These limitations in the claimed combination are not taught and are not made obvious by Anglin, Moldenhauer, or a combination thereof.

Anglin teaches a system capable of routing a product request to a product administrator, who then reviews the request and further routes the request to a product vendor if the product administrator is not able to respond adequately to the request. The product request may be stored in a database in such a way as to be accessible to the product administrator and the product vendor, but the selection of the party to whom the product request is to be assigned is not performed automatically based on submission category, customer information, and business issue. Instead, the product request is simply routed to a product administrator, who decides whether or not to handle the product request personally. If the product administrator is unable to handle the product request personally, he or she manually directs the request to a product vendor's support personnel. Moreover, Anglin, at col. 3, lines 10, teaches that the window depicted at Fig. 45 of Anglin requires that a user personally select a product administrator group and a specific user within the group to route a product request to a product administrator. The system as claimed by claim 1, by contrast, allows for automatic assignment of a submission to an owner based on information provided by the submission, reducing manual involvement in

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routing the submission, with an associated increase in efficiency and decrease in labor costs.

Claim 1, as amended, therefore defines over Anglin.

The Official Action does not state any specific ground for rejection of claim 1 based on a combination of Moldenhauer with Anglin. Moreover, Adding Moldenhauer to Anglin would not cure Anglin's deficiencies as a reference with respect to claim 1, as amended. Moldenhauer teaches a web based system used to provide customer support representatives with information to be used in answering customer questions and solving customer problems. Moldenhauer does not teach and does not make obvious a system for automatically assigning a submission to an owner based on a submission category, customer information, and business issue, as claimed by claim 1, as amended. Claim 1, as amended, therefore defines over the cited art and should be allowed.

Claim 7, as amended, claims a website administered by a central server computer, at least one originator terminal connected to the central server computer, at least one owner terminal connected to the central server computer, and a database accessible by the central server computer. The website includes an add submission web page displayed at an originator terminal for receiving a submission containing customer-related information. The submission includes a designated category selected from a set of categories including response required submissions, FYI submissions, and customer complaint submissions. The submission further includes customer information and identification of a business issue associated with the submission. The central server computer automatically stores the submission in the database and selects whether to assign an owner to the submission. If an owner is to be assigned to the submission, The central server computer automatically selects an owner to whom the submission is to be assigned.

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Assignment of the submission is based on submission category, customer information, and business issue identified in the submission. The website further includes an update submission web page that is displayed at an owner terminal for updating a submission stored in the central database to document a response to a submission.

These limitations in the claimed combination are not taught and are not made obvious by Anglin, Moldenhauer, or a combination thereof. As noted above with respect to claim 1, Anglin does not teach the automatic assignment of a submission to an owner based on a submission category, customer information, and a business issue associated with the submission. Further, adding Moldenhauer to Anglin does not cure Anglin's deficiencies as a reference with respect to claim 7. As noted above with respect to claim 1, Moldenhauer teaches the use of a web based system for providing customer support information, but does not teach or make obvious the automatic assignment of submission to an owner, as claimed by claim 7, as amended. Claim 7, as amended, therefore defines over the cited art and should be allowed.

Claim 10, as amended, claims using a central server computer to administer a network and receiving at an originator terminal connected into the network a submission containing customer-related information. The submission includes a designation of a category of the submission. The designated category is selected from a set of categories including response required submissions. A response required submission includes an assignment of the submission to an owner. Claim 10 further claims transmitting a response required submission to the central server computer, storing the response required submission in a database accessible by the central server computer, automatically assigning the response required submission to an owner and

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notifying the assigned owner of the response required submission, developing a response to the response required submission, documenting the response to the response required submission by using an owner terminal connected to the central server computer to access and update the response required submission, and storing the updated response required submission in the database. As noted above with respect to claims 1 and 7, neither Anglin, Moldenhauer, nor a combination thereof teaches or makes obvious an automatic assignment of a submission to an owner based on submission category, customer information, and business issue. Claim 10, as amended, therefore defines over the cited art and should be allowed.

Claim 18, as amended, claims administering a website from a central server computer, displaying an add submission web page at an originator terminal connected to the center server computer, and receiving at the add submission web page a submission containing customer-related information. The submission includes a designated category selected from a set of categories including response required submissions, FYI submissions, and customer complaint submissions. The submission further includes customer information and identification of a business issue associated with the submission. Claim 18 further claims automatically storing the submission in the database, determining whether to assign the submission to an owner, and selecting an owner to whom the submission is to be assigned. Assignment of the submission is based on submission category, customer information, and business issue identified in the submission. Claim 18 further claims displaying an update submission web page at an owner terminal connected to the central server computer, documenting a response to a submission by using the update submission web page to access and update a submission stored in the database,

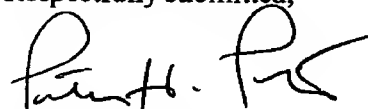
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and storing the updated submissions in the database. As noted above with respect to claims 1, 7, and 10, neither Anglin, Moldenhauer, nor a combination thereof teaches or makes obvious the automatic assignment of a submission to an owner based on a submission category, customer information, and business issue. Claim 18, as amended, therefore defines over the cited art and should be allowed.

Conclusion

All of the presently pending claims, as amended, appearing to define over the applied references, withdrawal of the present rejection and prompt allowance are requested.

Respectfully submitted,



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